

## **FAQ for iCozy Wifi Picture Frames**

What is the resolution of the display?

The 7" Wifi frame displays photos in resolution of 1024 x 600

The 10" Wifi frame displays photos in resolution of 1240 x 800

Are the pictures displayed at the original file size or does the frame resize the picture?

The software resizes the pictures to fit the screen resolution of the frame when necessary if the original picture resolution does not match the display resolution.

For example: If the original picture sent is 3MB it will be resized to fit the screen resolution and therefore will not display at 3MB.

Can the frame be positioned in landscape or portrait orientation?

Yes, the frame will automatically rotate the pictures so they are properly displayed when the frame is in the landscape or portrait orientation.

Does the frame automatically adjust the rotation of the picture sent?

Yes, if the original picture is in a portrait orientation and the frame is in the landscape orientation, the frame will rotate the picture so that it is properly oriented in the display.

How do I display pictures from an SD or USB memory card?

When a USB or SD card is installed, the frame will automatically include the pictures located on the SD/USB cards in the frame album and will then include the pictures in the rotation of pictures displayed. Depending on the number of pictures already downloaded to the frame it may take a few minutes for the frame to start displaying the new pictures on the SD or USB card.

How long does it take for the frame to display a picture sent to it from the phone app?

The time to send, receive and display photos on the frame varies as is dependent on the WiFi connection strength/speed of the phone and the frame as well as any internet connection used. Pictures sent from a phone that is connected to the same WiFi network as the frame will be displayed quickly. Pictures sent from the phone app through the internet to a frame on a different network may take longer to be displayed. It will also depend on how many pictures are already loaded on the frame as well as if any SD/USB cards are installed.

What happens if a picture is sent to a frame that is "off line".

Pictures will be automatically uploaded to the frame once the frame re-connects to a network within 7 days. Otherwise, if the frame is not connected within 7 days of sending, you will need to resend the picture.

When the frame is connected again, do the photos that were sent transfer without having to resend?

Pictures will be automatically uploaded to the frame once the frame re-connects to a network within 7 days. Otherwise, if the frame is not connected within 7 days of sending, you will need to resend the picture.

Does the sender receive any message that a picture was not received by the frame?

The phone app will indicate if the picture was successfully sent. If there was an error with the app sending the picture the App will indicate the photo transfer was unsuccessful. However, there is no message/warning to the sending indicating a photo was not delivered to the frame if it was offline.

Can pictures on the frame be transferred or saved to the SD or USB cards, or transferred to a PC by the USB connection?

The SD & USB cards are intended for displaying photos only, and therefore you may not transfer pictures from the frame to the SD or USB cards. However, if the built in 4GB memory of the frame is completely full and new pictures are sent to the frame, the new pictures will be saved to the SD or USB card. Pictures can NOT be transferred to a PC via the USB connection.

Is there any selection in the menu to show the amount of memory used and/or remaining?

There is no memory status indicator to detail the status of the built-in memory.

Is there a way to determine if the photos are coming from an SD or USB card?

The source of the pictures displayed is not indicated. However, in the "Album" menu selection, the frame displays thumbnail pictures of all the photos in the frame, SD and USB cards. The pictures stored in the frame are displayed first, followed by the SD & USB cards.

Can new pictures be sent to the frame when a SD or USB card is installed?

Yes, you can send pictures to the frame at any time.

Can I use the same app to connect to multiple WiFi frames in different locations?

Yes, you may connect and send to multiple frames. To add additional frames to your phone app, just select "Binding Frame" from the menu screen on the phone app and enter the frame code and password of each frame. You may now send pictures to each frame individually.

Information provided by Digital Gadgets LLC.